



اَوْنِبُورْسِيَّتِي تِيكْنُولُوجِي مَارَا

UNIVERSITI TEKNOLOGI MARA
CAWANGAN KELANTAN

**SOCISO'S CUSTOMER SATISFACTION TOWARDS
EMPLOYMENT INJURY INSURANCE SCHEME IN
KUANTAN**

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LETTER OF TRANSMITTAL

Bachelor Business Administration (Hons) Finance,
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JULY 2012

The Head of Program,
Bachelor of Business Administration (Hons) Finance,
Faculty of Business Management,
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KELANTAN.

Dear Sir,

SUBMISSION OF FINANCE PROJECT PAPER

I, Nor Syamira binti Abdul Halim, UiTM matrix No. 2009466838 hereby are submitting the project paper titled, “**SOCISO’s customer satisfaction towards Employment Injury Insurance Scheme in Kuantan**” as a requirement for subject FIN 667.

I hope that the project paper will meet your expectation and university’s requirement. All your cooperation is highly appreciated.

Thank You.

Yours sincerely,

(NOR SYAMIRA BINTI ABDUL HALIM)
2009466838

ACKNOWLEDGEMENT



“With the name of Allah, the Most Merciful and Most Compassionate”

First and foremost, Alhamdulillah, at last I am able to complete this report. Whilst, accepting full responsibility for the contents of this work, it would be churlish not to acknowledge the debt I owe to all those who directly and indirectly contribute to this writing. It has been the most fruitful experience to have been able to do this research.

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ABSTRACT

This study was conducted to study the SOCSO's customer satisfaction towards Employment Injury Insurance Scheme in Kuantan. The objective of this study is to determine the significant influence of management and claiming procedure of Employment Injury Insurance Scheme on SOCSO's customer satisfaction. Another objective of this study is to determine the significant influence of self-awareness on occupational disease and protection offered towards SOCSO's customer satisfaction. This study is conducted to analyze relationship between independent variables (management and claiming procedure of Employment Injury Insurance Scheme and self-awareness on occupational disease and protection offered) with dependent variable (SOCSO's customer satisfaction). Questionnaire had been distributed among 110 customers who came to SOCSO office in Kuantan. The result shows that two independent variables have significant influence towards SOCSO's customer satisfaction. As a conclusion, at the end of this study after the data had been regressed both objectives can be answered.